



## Operations Report

Department:	Licensing	Date:	March 22, 2020 Updated June 15, 2020
<b>Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)</b>			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

- **Function A: Guidance for Receiving Inquiries and or Processing Applications**

Protocol:

- Inquiries for any licensing process (e.g. Child and Adult Foster care, Child Care Licensing) will continue to be received and processed by Scott County Licensing.
- For any application received, licensing workers will ask the Customer COVID Symptom Screening questions to any applicant or provider. Specifically, has/does anyone in the household:
  - Have a fever of 100.4 or greater?
  - Have a cough
  - Have shortness of breath
  - Have a runny or stuffy nose
  - Sneezing
  - Sore throat
  - Headaches
  - And or feeling fatigued and having body aches, chills
  - Has anyone in the household traveled internationally within the last 30 days?
  - In the past 14 days, has anyone in the household been potentially exposed to COVID-19 (close contact with someone who has recently traveled, been on a cruise, or known to be ill with the virus?)
  - Has anyone in the household been tested for the COVID-19 virus?
    - If yes, did anyone in the household test positive for COVID-19?
    - If a test is pending, is the individual isolated/quarantined while awaiting results?
- Licensors will communicate with and provide technical assistance to applicants and or providers to the greatest extent possible, using remote technologies that support social distancing and community mitigation.
- Remote technology will be used to the greatest extent possible to conduct licensing inspections, pre-licensure visits, change of premise inspections, etc.
- Routine licensing reviews will resume by June 1, 2020, through onsite visits or the use of video or other modes of communication.
- At least one onsite licensing visit will occur prior to recommendation for licensure. Prior to any onsite licensing visit, staff will ask the COVID Screening questions and if needed wear the appropriate PPE. This applies to foster care and childcare programs
- For those applicants whose background study has been stalled waiting for finger printing, Licensing staff will invite those applicants into the building, by appointment only, to be finger-printed. Estimated numbers of providers who would need finger printing would be under 12 in total. COVID health screening questions will be asked at the time of scheduling. When individuals arrive at the building, they will text or call the Licensing Coverage worker. COVID health screening questions will be asked again before entry into the building. Anyone answering “yes” to a screening question will be asked to reschedule and will not be allowed into the building. Applicants will be escorted into and out of the building. Staff and applicants will be required to wear masks. Hand sanitizer will be used by each applicant prior to touching equipment;

equipment will be sanitized with wipes following each person's use. Licensing workers will be responsible for disinfecting rooms following use of the room using approved sanitization products.

- There may be emergency situations that will require in-person contact. This includes critical incidents involving high risk of harm to clients or allegation of abuse and neglect.
- For situations that require on-site/in person visits, workers will ask the provider the above Customer COVID Symptom Screening questions. If "yes" is answered to any of the screening questions the licensor worker must have and use PPE (personal protection equipment). Workers will consult with supervisor on the need to conduct any on-site licensing visit.
- All Child Care Information and orientation session are being transitioned to virtual meetings to allow the licensing application process to continue.
- Child Foster Care Support group and licensing trainings will be held virtually.
- DHS has suspended the following licensing activities:
  - Suspending the issuance of fix-it tickets for licensed family child care providers and licensed child care centers (under 245A.065) and providing technical assistance
- DHS is automatically extending for three months licenses for family childcare, child and adult foster care and community residential settings that are set to expire during March, April, May, June or July 2020; any training, re-licensing or documentation requirements are extended. (245A.04, 245A.16 )
- Training timelines for existing staff and license holders is extended.
- Resume the issuance of correction orders, orders of conditional license, and fines as necessary in response to licensing violations found during compliant investigations and routine licensing reviews.

- **Function B: Support to Foster Caregivers**

Protocols:

- Licensors will contact all Foster Caregivers with placements, checking on their overall well-being, apprising them of the face-to-face contact limitations due to the COVID-19 virus, ensuring they have needed supplies to care for all placements and their family, ensuring that they are aware of the assigned worker/supervisor's contact information. Video conferencing is the preferred method of contact. Phone contact is the second preferred method of contact with email being the third method of contact.
- Weekly contact will be made with all foster caregivers. Licensors will coordinate ongoing contacts with providers with the assigned case manager. In general Licensors will have a minimum of bi-monthly (2X per month) with providers and case managers will have bi-monthly contacts (2X per month alternating weeks) with providers.
- Licensors and case managers will ensure regular communication and coordination to ensure provider's needs are effectively assessed and addressed.
- On-site/in-person visits will be conducted if there is a safety issue involving individuals served by the program
- A minimum of one onsite visit will be provided prior to recommendation for licensure. Staff will conduct COVID screening and, if applicable, wear necessary PPE.

- **Function C: Support to Child Care Providers**

Protocols:

- Licensors will continue to be available to all licensed family-based licensed child care providers. Support will be provided via remote technology (e.g. phone, video conferencing).
- On-site/in-person visits will be conducted if there is a safety issue involving individuals served by the program.

- A minimum of one onsite visit will be provided prior to recommendation for licensure. Staff will conduct COVID screening and, if applicable, wear necessary PPE.
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### Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- **Function A: Receiving Inquiries and Processing Applications**

- All workers and supervisor are able to work remotely.
- One worker per day is designated coverage worker for all licensed programs. They will receive inquiries and be available to answers questions/concerns by providers
- Administrative support provides opening and closing of cases as well as tracking cases through the child care licensing process
- Child Foster Care licensors are able to access BINTI to see potential inquiries and applicants.
- Supervisor makes case assignment as needed

- **Function B: Support to Foster Parents**

- All workers and supervisor are able to and are working remotely.
- One worker per day is designated coverage worker for all licensed programs. They will be available to answers questions/concerns by providers
- Each licensor is responsible to provide regular contact with providers identified on their caseload.
- Supervisor continues to meet individually with staff and as a unit via video conferencing to assess worker wellbeing, status of overall workforce and address specific case issues.
- PPE kits are available in the event a worker needs to conduct an on-site visit with a provider who is symptomatic. The kits are located in CP Intake Supervisor's cube. Supervisors are monitoring use of PPE equipment and will notify manager if additional supplies are needed.
- Hand sanitizer, wipes, and gloves are also available to staff and located in CP Intake Supervisor's cube. Supervisors will monitor usage and notify manager if additional supplies are needed.
- Minimum staffing levels include three licensors. If needed, consideration may be given to re-deploy staff to fill other essential functions.

- **Function C: Support to Child Care Providers**

- All workers and supervisor are able to work remotely.
- One worker per day is designated coverage worker for all licensed programs. They will be available to answers questions/concerns by providers
- Each licensor is responsible to provide regular contact with providers identified on their caseload.
- Supervisor continues to meet individually with staff and as a unit via video conferencing to assess worker wellbeing, status of overall workforce and address specific case issues.
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- Hand sanitizer, wipes, and gloves are also available to staff and located in CP Intake Supervisor's cube. Supervisors will monitor usage and notify manager if additional supplies are needed.
- Minimum staffing levels include three licensors. If needed, consideration may be given to re-deploy staff to fill other essential functions.

## Adherence to Governor's Executive Orders

### Ensuring sick Employees stay home/Identifying sick Employees

Prior to leaving for work, employees are required to perform a self-assessment using the current [Visitor/Employee Health Screening Tool](#) provided in the Health and Safety section of the COVID-19 Site.

If the employee provides a positive response (yes) to any of the health questions, the employee should remain at home and contact their supervisor, who will consult with the Occupational Health Nurse for recommendations and guidance.

Employees who present any of these symptoms while at work will immediately report their condition to the supervisor. If the employee is deemed *sick*, they will be removed from their worksite and sent home or isolated until they can leave work.

Employees who present these symptoms following a work shift (prior to reporting for another shift) will contact their supervisor. They will be directed to remain at home and the Occupational Health Nurse will provide guidance.

In accordance with CDC guidance, the workstation and equipment used by an employee with these COVID-19 like symptoms will be taken out of service and not used for at least 24 hours. At the end of that period, the area and equipment may be sanitized using routine cleaning procedures.

In any case, when the employees' worksite/station and equipment used cannot be taken out of service for the required 24 hours, the area and equipment must undergo a deep cleaning procedure, following CDC guidelines, prior to being used by other employees.

#### Identifying Sick Clients:

A client who reports an illness or presents covid-like symptoms while receiving services in a Scott County Facility, will be escorted out of the building or isolated until transportation can be arranged. The areas and equipment used by the client will be isolated and taken out of service for at least 24 hours. Areas visited or used by the ill clients must be disinfected before allowing other clients to enter those areas. Following the 24 hour period, the workstation and equipment must be sanitized using routine cleaning procedures.

For clients in Day Treatment, all parents or legal guardians of all face-to-face program clients will be notified of the potential exposure and asked to monitor their child's symptoms. Additionally, for 14 days, masks must be worn at all times while in programming regardless of ability to social distance.

For clients in Day Treatment who present these symptoms will report these symptoms to their therapist and the therapist will consult with their Supervisor and the Scott County Occupational Health Nurse for guidance.

#### Training/Communications:

This Operational Service Plan has been communicated to all departmental employees and necessary training is provided to all staff conducting services, including back-up functions. Additionally, all employees will receive ongoing safety and procedural updates as needed.

Managers and supervisors are responsible to monitor the implementation and effectiveness of this plan, and to make recommendations for improvement based on their observations, or the input and observations of department staff. Supervisor will develop a plan to visit the site either virtually or in person on a regular basis.

This plan has been posted on the County SCOOP site and is available to all employees.

**Enforcement:**

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

**Discontinuation of Services / Shut down:**

If illness, contamination or other conditions reduce the minimum resources or employees required to provide services in a manner consistent with this Operational Service Plan, the service will be discontinued, and notices given to customers/clients and staff.

**Division Director Comments**

**Strategic Branch Comments**

**County Administrator Comments**

County Administrator Signature \_\_\_\_\_ Lezlie Vermillion

**Operational Service Plan Updates**

Please include date the change goes into effect and reason for change.

This change is being made in response to change in DHS licensing requirements, opening some face-to-face home visits by licensing workers. In addition, there is a June 30 deadline for completing finger printing requirements for applicants with pending licenses.